



Victoria Native Friendship Centre Employment Opportunity Property Manager



In recognition of the critical importance to this role of a lived understanding of Indigenous communities, history, values and culture, and in keeping with the BC Human Rights Tribunal pursuant to s.42(3) of the Human Rights Code, Indigenous applicants preferred.

Operating from an Indigenous world view and working with and reporting directly to the Executive Director, the Property Manager will carry out all the duties as they pertain to the applicants and tenants of the properties owned by the VNFC. This position will supervise the programs staff of the Property Management Team. For more information about the Victoria Native Friendship Centre please see our website at www.vnfc.ca.

DUTIES: (include the following and not limited to)

- Management and oversight of all the VNFC property assets.
- Adhere to all guidelines and Operating agreements set out by AHMA, BC Housing, CMHC and other funders;
- Track and record any changes in Economic and/or Lower End of Market (LEM) Rents and complete all Income Verifications according to BC Housing, CMHC and other funders policies and guidelines;
- Notify tenants in regard to outstanding accounts for amounts as per the BC Residential Tenancy Act guidelines;
- Maintain the Housing Application list;
- Select Tenants from the Application list;
- Review the Tenancy Agreement with new tenants;
- Ensure the tenant/rent property management data base is adequately maintained, including updates, entering queries, gathering statistics and developing forms;
- Maintain the unit files by ensuring file documents pertaining to unit maintenance and tenant relations are up to date;
- Reply to queries from tenants and where appropriate, provide a response in writing;
- Respond in writing, to complaints about tenants' violations of the tenancy agreement;
- Coordinate evidence and documentation for eviction;
- Coordinate preparation and service of Eviction (as per the guidelines of the BC Residential Tenancy Act);
- Coordinate move in/move out procedures including move in/move out inspections, evaluating damages and coordinating repairs;
- In conjunction with Maintenance, inspect housing units annually to ensure they are being adequately maintained;
- As required, inspect units to determine whether sanitary and safety standards are being met, and to contact the tenant and take appropriate steps to rectify any problems that arise;
- Develop and implement safety procedures for contractors or staff, including WHIMIS training, occupational health and safety measures and proper working conditions;
- Develop & coordinate emergency and security programs for tenants in the event of a fire or natural disaster;
- Keep apprised of requirements to update or upgrade certification as a Property Management professional;
- Manage and evaluates risk;
- Demonstrate integrity and ethical leadership in the implementation of the programs and services for clients, and also in the broader community,
- Implement the strategic direction and objectives in collaboration with the Executive Director for all VNFC property assets.
- Manage the day-to-day operations and supervision of the Property Management Team, problem solving, assigning of caseloads, case planning, advice, de-brief and analysis of situations.
- Some budget preparation and financial management.
- Addressing complaints and resolving problems where appropriate.
- Contributes to a positive work environment and does not engage in lateral violence or other destructive behaviours.
- Works from a strong Indigenous cultural foundation or Indigenous world view and promotes family centered practice.

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

- Property Manager certification through UBC;
- Undergraduate degree preferably in Urban Studies, Business or related area;
- High level of competency on all cutting edge computer programs relevant to writing and Property Management;
- Ability to learn all programs necessary to produce professional reports and to have a good understanding of all office equipment so that it can be maintained in good order and utilized for optimum results;
- Excellent oral and written English skills
- Expertise in facilitation and interpersonal communication skills
- Demonstrated teamwork, leadership and supervisory skills
- Tact, sound judgment, good skills in handling complex interviews
- Excellent time and general management skills.
- At least 4 years training and/or experience in office procedures and systems
- Minimum 3 years supervisory/management experience.
- At least 4 years' experience with IBM Computers, MS Office and Outlook; and ability to navigate the internet.
- Must provide Vulnerable Sector Criminal Record Check (form can be located at <http://www.pssg.gov.bc.ca/criminal-records-review/>)

HOURS: .75 – 1 FTE (Emergency On Call required)
SALARY: \$60,000 – 63,000 annually (based on experience)
COMMENCES: July – August 2020

Please submit your resume and cover letter attention to:
Ron Rice, Executive Director
(by mail / fax / email to admin@vnfc.ca or in person)

No phone calls please, only those selected for interviews will be contacted.

Closing Date: Until Filled

Victoria Native Friendship Centre
231 Regina Ave. Victoria, BC V8Z 1J6
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